SCENIC RIM REGIONAL COUNCIL

SERVICE DELIVERY REPORT QUARTER ONE 2024-2025



Introduction

Council's Corporate Plan, Scenic Rim 2026, and the Operational Plan 2024-2025 provide an overview of the project-based and key service activities Council is progressing in order to deliver against some of the specific priorities set out in the Community Plan. Although these actions are a vital part of Council's work, Council also delivers a wide range of services which are essential to the region and which also contribute to the outcomes within the Community Plan.

The purpose of this report is to provide information about the delivery of services during Quarter One of 2024-2025. The report includes key achievements across Council and key performance statistics which demonstrate the breadth and quantum of work undertaken by Council on a daily basis.

The report is not intended to represent every single transaction with Council, but it does provide, in a transparent way, a snapshot of Council's operational performance in relation to service delivery. Council remains committed to a positive customer experience, as outlined in Council's Customer Charter. The vast majority of the services outlined in the report directly benefit our customers. The Customer Charter sets out our vision, to be proud of the Scenic Rim region and work together for the common good.

The report provides information for Councillors and the community which shows the work which is being undertaken for the region. It seeks to highlight achievements, challenges and opportunities for improvement as well as providing visibility of upcoming key service activities for the next quarter.

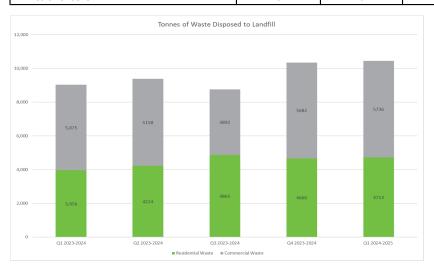
Waste and Recycling

Highlights

- Policy Review Project Waste Collection Council Policy.
- Containers for change basket trial expansion to Boonah and Tamborine Mountain endorsed.
- Trial improvements in Council event waste reduction.
- Extension of service contracts relating to recycling and recovery of tyres, lead acid batteries and removal of refrigerant gas from decommissioned appliances.

Performance Statistics

	Q1	Q2	Q3	Q4
Tonnes of residential waste disposed to landfill	4713	0	0	0
Tonnes of commercial waste disposed to landfill	5736	0	0	0
Tonnes of general waste from kerbside collection	2722	0	0	0
Tonnes of general waste from transfer stations	1991	0	0	0
Tonnes of household recycling recovered	1013	0	0	0
Tonnes of green waste recovered and mulched	1631	0	0	0
New domestic waste collection services established	136	0	0	0
New commercial waste collection services established	3	0	0	0
Waste customer requests received	502	0	0	0
Waste customer requests resolved	495	0	0	0
Students engaged in waste education sessions	277	0	0	0
Bin health checks	182	0	0	0

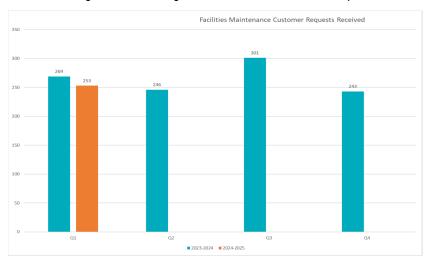


- Organics feasibility assessment.
- National Recycling Week Program.
- Containers for change basket roll out.
- Enhance integration of kerbside collection customer requests.

Facilities

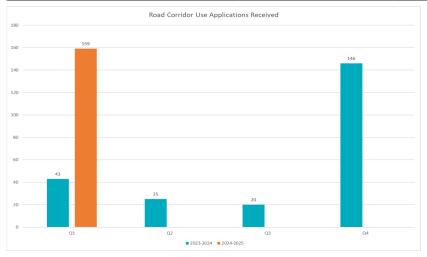
	Q1	Q2	Q3	Q4
Facilities maintenance customer requests received	253	0	0	0
Swimming pool attendance figures	0	0	0	0
Beaudesert	0	0	0	0
Boonah	0	0	0	0
Canungra	0	0	0	0
Rathdowney (only open during December / January school holidays)	0	0	0	0
Scenic Rim Aqua Fitness	0	0	0	0
Tamborine Mountain	0	0	0	0

^{**}Note: Swimming Pool attendance figures to be included in Quarter Two Report



Road Maintenance and Corridor Management

	Q1	Q2	Q3	Q4
Road corridor use applications received	159	0	0	0
Road corridor use approvals issued	128	12	0	0
Heavy vehicle access applications received	55	0	0	0
Heavy vehicle access approvals issued	55	0	0	0
Property access requests received	99	0	0	0
Property access approvals issued (including initial and final approval)	118	0	0	0
Rural road numbering requests received	13	0	0	0
Rural road numbering approvals issued	9	0	0	0
Street applications received (abandoned vehicles, land activity notices & Gate and Grid)	49	0	0	0
Street applications approved (abandoned vehicles and land activity notices & Gate and Grid)	33	0	0	0
Road maintenance customer requests received	563	0	0	0



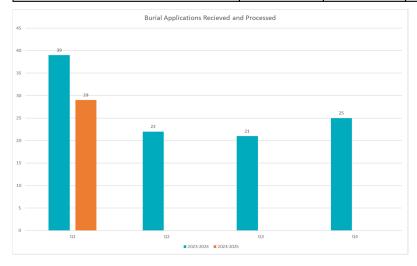
Cemeteries

Highlights

 Final detailed design for Boonah Cemetery internal road refurbishment was completed in Q1 by internal Design team.

Performance Statistics

	Q1	Q2	Q3	Q4
Burials/grave site applications received and processed	29	0	0	0
Ash placement applications received and processed	13	0	0	0
Applications for reservation received and processed	10	0	0	0
Applications for monumental work received and processed	18	0	0	0
Plaque placement applications received and processed	12	0	0	0



Upcoming Activity

 Boonah Cemetery internal road refurbishment project will be delivered by SRRC Capital Works team in Q2-Q3. Estimated start in November 2024.

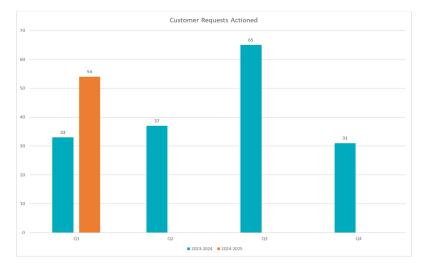
Parks and Landscape Maintenance

Highlights

- Free Tree Distribution event delivered at Tamborine Mountain on Saturday 7 September 2024. 473 free plants given out.
- Free Tree Distribution event delivered at Tamborine Mountain on Saturday 5 October 2024. 349 free plants given out.
- Parks & Township Mowing Contract 2024-2026 commenced Monday 16 September 2024. 8 mowing packages were awarded to 5 mowing contractors.

Performance Statistics

	Q1	Q2	Q3	Q4
Free tree plants distributed	822	0	0	0
Parks and landscape maintenance customer requests actioned	54	0	0	0
Park use applications received and processed	11	0	0	0
Applications for tree work / removal on Council managed land received	26	0	0	0



Upcoming Activity

• The next Free Tree Distribution event will be at the Beaudesert Birnam St Nursery on Saturday 2 November 2024.

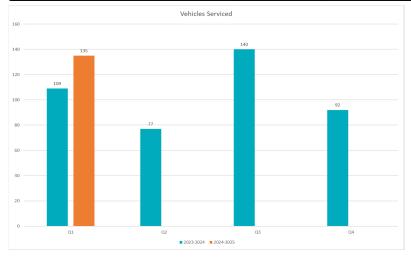
Fleet Management and Servicing

Highlights

- Installation of Global Positioning System in Council's fleet nearing completion.
- Assist Workshop with the re-implementation of processes and review outstanding works required on Council's fleet.
- Coordination of Certificate of Inspection (COI) inspection for Council's heavy truck fleet.
- Processing of registrations of all Council's registerable fleet within relevant timeline.

Performance Statistics

	Q1	Q2	Q3	Q4
Services				
Heavy plant	24	0	0	0
Light motor vehicles	42	0	0	0
Small plant	34	0	0	0
Trucks	35	0	0	0
Fleet purchases (ordered)				
Light Motor Vehicles	5	0	0	0
Plant	2	0	0	0
Small Plant	0	0	0	0
Trailers	0	0	0	0
Trucks	0	0	0	0
Other	1	0	0	0
Fleet deliveries				
Light motor vehicles	1	0	0	0
Plant	0	0	0	0
Small Plant	2	0	0	0
Trucks	3	0	0	0
Other	0	0	0	0
Fleet disposals				
Light motor vehicles	0	0	0	0
Small plant	0	0	0	0
Plant	0	0	0	0
Other	0	0	0	0
Trucks	0	0	0	0



- Implementation of global positioning system to relevant sections/users.
- Implementation of electronic prestart system in Council's truck fleet.

Human Resources

Highlights

Rural Management Challenge - Team Sustainable Scenic Warriors

The team took part in LGMA's annual challenge, this year based in Roma.

Prior to the challenge day the team were tasked with identifying a red tape issue for community members relating to Council. The team conducted an internal survey, analysed survey results, and met with various teams to identify ideas and solutions for the chosen issue. This pre challenge day task required the team to draft a briefing memo and report to Council presenting solutions to rectify the chosen issue including budget, timeframes, KPI's.

• Competing against 11 other teams from Toowoomba, Lockyer Valley, South Burnett, Western Downs, Paroo and Maranoa, the team commenced the 11hr challenge day and achieved completing on time all 10 tasks. These ranged from an 5min scenario radio interviews due to data breach occurring with customer's private information; 2min promotional video of an event in the region; 8min presentation to the community on strategic priorities (joint team task with another Council); various reports to Council; and responding to community enquiries. Tight turnaround times were provided to teams with limited notice as to what they were required to achieve in both the first and last half of the day.

We are extremely proud of what the team achieved on the day and pre task challenge completed which will also be presented to ET late November. Results from the challenge day should be returned to Council at the end of October.

Trainees and Apprentices - Advertising attracted applicants 175 applicants

Council have been successful in obtaining eight trainee and apprentice positions commencing in February 2025 under the First Start Funding from Queensland Government. At closing time of positions, Council attracted candidates in the following categories 28 for Business Administration, 23 Civil Construction, 44 Library Services, 29 Horticulture, and 51 for Apprentice Diesel Fitter.

L&D and HR have developed a timeline in which applications will be progressed through funding compliance checks, interviews, practical assessments and then onto pre-employment testing (medicals, criminal history checks, drug & alcohol, reference checks) prior to being offered a position in December 2024.

Further information will be provided in next quarter update.

	Q1	Q2	Q3	Q4
Recruitment				
Vacancy advertisements posted for internal expressions of interest to meritoriously support existing employees' career opportunities	10	0	0	0
Vacancy advertisements posted as open merit-based processes internal and external to Council	55	0	0	0
Appointments confirmed through a meritorious recruitment process	32	0	0	0
Terminations (including permanent, temporary, casual and end-of-contract employees)	31	0	0	0

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Long service awards Number of employees who became eligible for long	7 Employees No:Years 1:35 1:30	0	0	0
service milestones	1:25 3:15 1:10	U	U	U
Learning and Development				
Formal Education	11	0	0	0
Cert III Investigative Services	1	0	0	0
Cert IV Government Investigations	3	0	0	0
Cert IV Civil Construction	7	0	0	0
Legislative Compliance	48	0	0	0
Induction	40	0	0	0
Traffic Management	8	0	0	0
Professional Development	88	0	0	0
Anti-Discrimination	3	0	0	0
ART Convention	1	0	0	0
Biosecurity Symposium	1	0	0	0
Bullying and Harassment	40	0	0	0
Carbon Emissions Webinar	3	0	0	0
Change Conference	1	0	0	0
Community Development Symposium	1	0	0	0
Destination Qld	9	0	0	0
Economic Conference	1	0	0	0
Economic Development Certification	1	0	0	0
Flying Fox Forum	2	0	0	0
Government Training	1	0	0	0
LGFP conference	6	0	0	0
LGMA conference	3	0	0	0
Library Association Summit	1	0	0	0
National Economic Development Conference	1	0	0	0
Parks and Leisures Conference	2	0	0	0
Plumbing Inspectors Conference	3	0	0	0
PPI Meeting	1	0	0	0
Qld Tourism Awards	2	0	0	0
Rates Village Webinar	3	0	0	0
Readers Advisory Training	1	0	0	0
SPUN Conference	1	0	0	0

Technical Competencies	54	0	0	0
Asbestos Awareness	5	0	0	0
Authorised Persons	32	0	0	0
Chain of Responsibility	2	0	0	0
CIVICA Training	2	0	0	0
Disaster Management Training	1	0	0	0
Flood Intelligence Training	1	0	0	0
Guardian IMS	2	0	0	0
IPOLA Awareness	5	0	0	0
Siam Weed and Soda Apple Workshop	1	0	0	0
Tree Risk Assessment	2	0	0	0
Understanding Superannuation	1	0	0	0
Tickets and Licences	14	0	0	0
ACDC Licence	4	0	0	0
Commercial Operator Licence	3	0	0	0
Firearms Licence	1	0	0	0
HRW Licences	2	0	0	0
Pest Management Licence	2	0	0	0
Tractor Operations	2	0	0	0
WHS	7	0	0	0
HSR Refresher	7	0	0	0
Apprentice/Trainee	19	0	0	0
Cert III Business	6	0	0	0
Cert III Parks and Gardens	9	0	0	0
Cert III Civil Construction	1	0	0	0
Cert III Heavy Commercial	3	0	0	0
Grand Total	241	0	0	0

Upcoming Activity

Organising celebrating Employees at End of Year Function - participants from Rural Management Challenge, Employee of the Year, service awards.

Payroll

Highlights

- Prepared Waste Casual Backpay calculations due to error in award rates paid covering the period of Certified Agreement.
- Implementation of Casual Cultural staff moving from paper Timesheets to electronic Timesheets.
- Completion of Performance Appraisals.
- External Audit finalised.

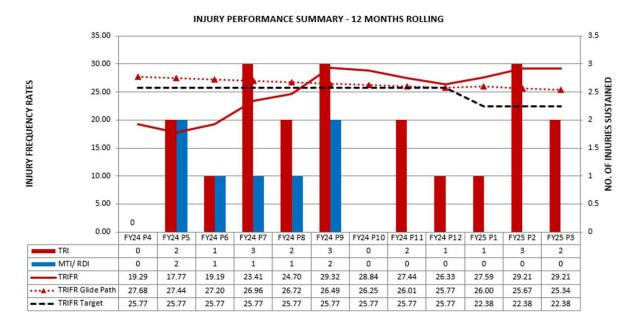
- Preparing for Award Allowance changes & applicable backpays effective 1st September 2024 now that Award has been
 updated.
- Preparing for Apprentice/Trainee rate changes & applicable backpays effective 1st September 2024 now that Order has been
 updated.
- Superannuation Changes based on the legislation changes effective 1st July 2024 adapt the changes in the system.
- Preparation of superannuation backpays as a result of the Waste Casual error .
- Prepare pay schedule for End of Year Shutdown period.
- Continued training with payroll team to improve and enhance the knowledge base
- Preparing for 2024B TechOne Release.

Work Health and Safety

Highlights

- Annual Safety Management Review of FY24 Complete in Quarter One.
- Wellbeing partnership with "The Resilience Project" training launched to Council staff in Quarter One.
- Employee Assistance Program (EAP) market engagement for extended service coverage and offering.
- Chain of Responsibility action plan developed with operational leads assigned.
- FY25 28 Safety Plan finalised and endorsed.
- FY25 Health & Wellbeing Plan finalised and endorsed.
 Quarter One Included Dry July, Resilience Project launch, Skin checks for staff.
- 95% completion of Workshop machine safety upgrades including updated work instructions.
- Alignment with Code of Practice for First Aid in terms of staff coverage and kit type review.

Performance Statistics



- Health, Safety & Wellbeing Expo scheduled for Quarter Two.
- Continuity of "The Resilience Project" learning bites for staff through Quarters Two to Four.
- Movember men's health awareness and fundraising campaign in Quarter Two.
- New Employee Assistance Program (EAP) launch in Quarters Two to Three.
- FY25 28 Safety Plan Quarter Two activities.

Corporate Strategy and Performance

Highlights

- Quarter 4 Operational Plan and Service Delivery Reports were endorsed by Council.
- Draft Annual Report 2023-2024 was completed and sent to ET and Council Strategy Workshops for review and consideration.
- Reviewed and provided feedback on the Flood Intelligence Strategy.
- Developed a new Excel-based template for the collection of quarterly reporting data, distributed to the organisation.

Upcoming Activity

- Draft Annual Report 2023-2024 will be sent to Council Ordinary Meeting on 30 October 2024 for consideration and endorsement
- Endorsed Annual Report will be published following Council approval.
- Councillor workshop to develop ideas, concepts and priorities for inclusion in a new Corporate Plan.

People and Strategy

Business Systems Analysis

Highlights

Human Resources and Payroll (HRP) health check recommendations received and analysed. Status of recommendations:

- 4 complete
- 6 in progress
 - 3 yet to be started
 - 5 on hold until others are completed as may not be required
- Management dashboards almost ready to launch.

Upcoming Activity

Dashboards to be launched for use by General Managers, Managers and People and Strategy Leadership Team.

Internal Audit, Risk and Improvement

Highlights

- The project to help drive completion of agreed audit actions was completed in August as planned.
- An Audit and Risk Committee meeting was held on 22 August 2024.
- Work on reviews of procurement issues was completed.
- Advice and assistance was provided on procurement, controls assurance and fraud risk management.

Performance Statistics

Risk	Open at Start	Closed During Period	Added During Period	Open at Finish
Low	12	2	0	10
Medium	56	12	0	44
High	20	0	0	20
Total	88	14	0	74

Upcoming Activity

- A full Audit and Risk Committee meeting is scheduled for 21 November 2024. A smaller meeting to review the final financial statements is scheduled for 10 October 2024.
- Review on Grant Management to be completed.
- Reviews on Asset Management and Environmental Compliance will be substantially progressed.
- Ongoing Continuous Assurance Testing will be performed.

Council Sustainability

Governance

Highlights

• Information Privacy and Other Legislation Act (IPOLA) Phase 1 Completed by the Governance Team.

Performance Statistics

	Q1	Q2	Q3	Q4
Insurance and Liability Reporting	0	0	0	0
Balance carried forward	10	0	0	0
Received	39	0	0	0
Items referred to insurer	11	0	0	0
Items assessed by Council	37	0	0	0
Claims approved *	0	0	0	0
Claims denied*	4	0	0	0
Notification only *	33	0	0	0
Still under review (carry forward)	1	0	0	0
Right to Information and Privacy Applications Received	0	0	0	0
Right to information and privacy applications received	0	0	0	0

- Information Privacy and Other Legislation Act (IPOLA) Phase 2 Training for the Governance Team.
- Local Government Risk Management Focus Group in November.

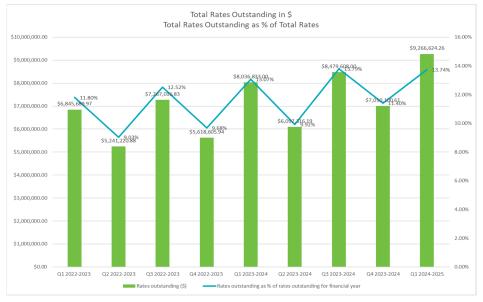
Revenue

Highlights

- Council's preparation of database for first half yearly rate notice issue 2024-2025.
- Successfully levied and issued first half yearly rate notices.

Performance Statistics

	Q1	Q2	Q3	Q4
Total 2024-2025 half rate levy raised (General Rates, Community Infrastructure, Waste Services, Emergency Services and Rural Fire Special Charge)	\$38,156,145.13	\$0.00	\$0.00	\$0.00
Of total levy raised, the General Rates component eligible for 5% prompt payment discount	\$25,273,494.86	\$0.00	\$0.00	\$0.00
Total discount applied to half rates levy	\$1,047,778.00	\$0.00	\$0.00	\$0.00
Number of rate reminder notices issued	3594	0	0	0
Total rates outstanding (excluding prepayments) at end of quarter	\$9,266,624.26	\$0.00	\$0.00	\$0.00
Total rates outstanding (excluding prepayments) as at end of quarter as a percentage of total rates revenue levied for 2024-2025 financial year (including arrears)	13.74	0	0	0
Number of Supplementary Notices issued	788	0	0	0
Number of change of ownerships processed	617	0	0	0
Number of Urgent rate search certificates issued	19	0	0	0
Number of rate search certificates issued	391	0	0	0



- Commence review for rating dataset in preparation for 2025/2026 budget process.
- Review those accounts eligible for sale of land action.

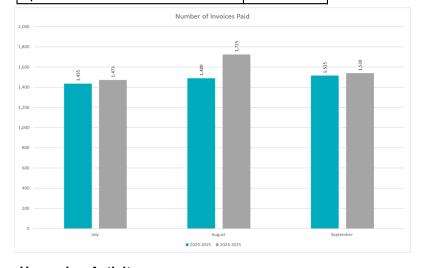
Financial Management

Highlights

- Financial Statement Preparation and management of external audit process.
- End of financial year accruals, accounting adjustments and system rollover adjustments.
- Carry Forward Process Management.
- Set up of 2024 Budgets in Reporting System and Financial Reporting Process.
- Monthly Financial Performance Reports presented to Council.
- Monthly balance sheet and subsidiary system reconciliations.
- Processing of Accounts Payable.
- Monthly Business Activity Statements (BAS) and Taxable Payments Annual Report (TPAR).

Performance Statistics

Invoice processing	
Q1	
Jul 2024	1473
Aug 2024	1725
Sep 2024	1539



- Commence the September Budget Review process.
- Compilation of the Departmental Consolidated Data Return.
- Monthly Financial Performance Reports presented to Council.
- Monthly balance sheet and subsidiary system reconciliations.
- Processing of Accounts Payable.
- Monthly Business Activity Statements (BAS).
- 2024-2025 Budget planning commencement and TechnologyOne system build.
- Fixed Asset Register maintenance.

Records

Performance Statistics

	Q1	Q2	Q3	Q4
Number of incoming and outward mail received (including emails, faxes, post, internal documents). Aim to process documents (electronic and hardcopy) on same day as received.	0	0	0	0
Number of helpdesk requests received	332	0	0	0
Percentage of helpdesk requests completed by end of each business working day	90%	0	0	0

Upcoming Activity

ECM System Upgrade Testing.

Information Services and Technology

Highlights

Emails sent Emails received

- Finalise requirements for replacement of multi-function print devices.
- Finalise consultation for Information and Communication Technology Strategic Plan.

Performance Statistics

Emails

Q1 2023-2024		Q1 2024-2025	
90 days	Average per Day	90 days	Average per Day
214317	2381	229511	2494
642986	7144	654993	7119

Printing

	Q1 2023-2024	Q1 2024-2025
Colour	146739	195079
Black & White	128530	152103
Total Prints	275269	347182

Help Desk

Month	Jobs Closed by Month 2023-2024	Jobs Closed by Month 2024-2025
July	525	590
August	501	493
September	494	416

Meetings			
Meeting type	Date	Peak Concurrent Views	Total Views
Ordinary	24/07/2024	8	95
Ordinary	28/08/2024	3	58
Ordinary	26/09/2024	24	100

- Implement employee Cyber Security training.
- Approach market to replace multifunction print devices.
- Planning for major technology system upgrade.
- Undertake Microsoft Cyber Security Assessment.

Biodiversity and Climate Change

Highlights

- One new voluntary conservation agreement signed up to the habitat protection program.
- Participated in the Great Glossy Count, a citizen science initiative to find and record threatened glossy black-cockatoos across their distribution.
- Officers were invited and participated in the Mulunjali cultural burning day at Mt Barney LFW property to walk and learn about country.
- Manned a stall at the Harrisville Agricultural Show presenting Councils environmental and pest management.
- Environmental grants became available with 74 applications for \$180,000 worth of funding available.
- Two social media posts on glossy black-cockatoo.
- Undertook vegetation management at three flying-fox roosts to reduce impacts to residents while providing habitat for the important roosts.
- Supported two National Tree Day events facilitated by Landcare groups.
- Partnered with Wildlife Preservation Society of Queensland on an eDNA survey (specialised water sampling) to record the presence of platypus in the Bremer-Warril catchment.
- Fire ant and weed treatment on Council local roads started.
- Council fire trails assessed and scheduled for management works to ensure most significant fire trails and asset protection zones are prepared in lead up to potential fire season.
- Officers participated in Queensland Government feedback and planning session on koala conservation initiatives across SEQ and Scenic Rim region.

Performance Statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	16	0	0	0
One million tree program applications received	55	0	0	0
Land for wildlife property inspections	41	0	0	0
Number of trees supplied (not including Councils Nursery)	8680	0	0	0

- Significant river restoration project to start operational work at II-Bogan which includes strong Mununjali involvement.
- Resilient Rivers Funding for 'Fish barrier prioritization & Brisbane River Cod recovery program to value of \$210,000 to begin.
- Fire ant and weed treatment on Council local roads continuing.
- Buffer planting at the Beaudesert Lions Park flying-fox roost.
- Ecological Burns Workshop partnership with Queensland Fire & Biodiversity Consortium for Land for Wildlife participants.
- Cane toad trapping workshop for Land for Wildlife participants.
- Koala habitat restoration skills workshop.

Libraries

Highlights

Three Stories & Songs sessions at Tamborine Mountain Library with combined attendance of 526 people. Songs & Stories is a series of musical events throughout the calendar year in partnership with local Pitjantjatjara/ Kokatha man, Russell Smith.

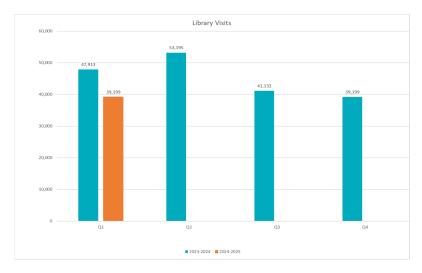
Activating the library space in an otherwise closed period (Saturday afternoon) Russell coordinated a variety of First Nations musicians to perform and then engage in conversation about their inspiration and heritage. It has proven to be a tremendous celebration of not only local and First Nations artists, but also supported disaster recovery in the region by allowing the locals to attend a welcoming, community spirited event.

Three featured author talks at Tamborine Mountain and Beaudesert Libraries attracted 104 attendees. Our author talk series aims to connect readers with their favourite touring authors. In this period Council welcomed local paramedic and debut

- author Leigh Anderson (the paramedic mindset) as well as multi-million copy best selling author Heather Morris (Sisters Under the Rising Sun), with both hosted at Tamborine Mountain Library. For school holidays at Beaudesert Library, Council hosted local South East Queensland Young Adult Fantasy author Stacey McEwan (Valley). Attendees enjoyed the opportunity to meet their favourite writers, as well as the opportunity to ask them questions and have books signed.
- Six STEAM (Science, Technology, Engineering, Arts and Mathematics) activities were featured at all branches using new

 resource kits with 69 attendees. A further 44 STEAM themed activities were carried out across the service with
 581attendees. These are locally curated activities with a STEAM learning outcome.
- State Library of Queensland (SLQ) annual statistical return for 2023-2024 financial year was completed in this period, this is part of Council's compliance reporting for continued state government library funding.

	Q1	Q2	Q3	Q4
Library visits	39199	0	0	0
Library members *	18933	0	0	0
New library members	712	0	0	0
Story time sessions	108	0	0	0
Story time participants	2230	0	0	0
School holiday sessions	24	0	0	0
School holiday participants at events	335	0	0	0
Story time packs handed out	0	0	0	0
Youth event sessions (13-18 years old)	9	0	0	0
Youth event participants	117	0	0	0
Adult activity sessions	63	0	0	0
Adult activity participants	1119	0	0	0
PC bookings	3292	0	0	0
PC booking hours	2525	0	0	0
Physical book issues	40491	0	0	0
Digital issues	12458	0	0	0
Total item issues	52949	0	0	0
Inter-library loans	450	0	0	0
Housebound book loans	466	0	0	0
Reservations Allocated	5613	0	0	0



Upcoming Activity

- Quarter Two will feature the continuation of the author talk series and offer a regional presentation/event incorporating all branches.
- A library service stocktake and staff training and development activities are planned for the closure period over Christmas and New Year.

Comments

Two school holiday periods are covered in this Quarter. Annual borrower archiving was completed on 27 September,

• reducing member count by 1,330 (previously expired members). New auto-renew procedure activated in August has resulting in increased online renewal of items which are included in total loan count.

Community Development

Highlights

- Three in person Grant workshops and one online were held around the region to help not for profit organisations with applications for Round 1 Community Grants Minor and Major funding that opened on the 15 July and Closed on the 18 August 2024.
- Attendance at Be Healthy and Active Program activities is climbing, demonstrating the need for the program and the desire for the community to connect and stay active.
- One online Workshop was conducted to help explain the Be Healthy and Active Program and EmpowHer activities and

 information about how to apply. The planning for the 2025 Be Healthy and Active program is underway after 33 Submissions were received. The EmpowHer program was open for submissions for the first time with 13 received at end of Quarter One.
- Four Community Hall Roadshows were delivered in Quarter One and were attended by over 435 Scenic residents. Overall over 300 surveys have been completed on the Let's Talk Scenic Rim platform which will support local committees.
- Cuppa in the Communi-Tea continued to be well attended with over 505 attendees in Quarter One.

	Q1	Q2	Q3	Q4
Number of attendees at Grant Workshops	46	0	0	0
Number of Community Grants	49	0	0	0
Total value of Community Grants	N/A	0	0	0
Number of attendees at Australia Day Ceremony	N/A	0	0	0
Number of new Citizens sworn in at Citizenship Ceremony	N/A	0	0	0
Number of attendees at Queensland Day	N/A	0	0	0
Be Healthy and Active participant numbers	1280	0	0	0
Volunteer Newsletters	0	0	0	0
Youth Leaders	31	0	0	0
Number of attendees at Cuppa in the Communi-Tea events	505	0	0	0
Number of attendees at the Community Hall Roadshows	435	0	0	0
Interagency and Mental Health Network meetings	28	0	0	0
Number of people engaged through Recovery and Resilience community activities (in addition to the Cuppa's)	169	0	0	0
Building Inclusive Disaster Resilient Communities Forums and Workshops	N/A	0	0	0
Community Disaster Exercises	N/A	0	0	0
Number of Pocket Books Distributed	70	0	0	0
Number of Living in Scenic Rim Kids Activity Books Distributed	720	0	0	0
Number of Living in Scenic Rim booklets Distributed	380	0	0	0
Number of attendees at the International Men's Day Dinner	N/A	0	0	0

Number of attendees at the International Women's Day Breakfast	N/A	0	0	0
Number of attendees at the Free Movies in the Park	N/A	0	0	0
Number of attendees at the Free Inflatable Event in the Park	N/A	0	0	0
Number of attendees at the Volunteer Thank You Events and Programs	N/A	0	0	0

Upcoming Activity

- Cuppa in the Communi-Tea will continue to be delivered across the region.
- Recovery and Resilience and Capacity Building activities will continue to be delivered across the region.
- Australian Citizenship Ceremony will be held in The Centre, Beaudesert in October 2024.
- Round 1 of the Minor and Major Community Grants will be awarded to the successful community groups around the region, following Council consideration in Quarter Two.
- Three Senior's Events will be delivered in Beaudesert, Boonah and Tamborine Mountain in October 2024.
- Three Movies in the Park Events are planned for Beaudesert, Boonah and Tamborine Mountain in November 2024.
- An International Men's Day Dinner will be held in November 2024.
- Expressions of interest for the Be Healthy and Active program and the EmpowHer program in 2025 will be assessed.

Comments

Events and activities marked N/A have not occurred in Quarter One but may be planned for later in the year.

Regional Prosperity and Communications

Highlights

South East Queensland City Deal - 'Activating Bromelton' Business Case, stakeholder engagement sessions - First phase of

work associated with the 'Activating Bromelton' project. This phase will include the gap analysis, land opportunity and suitability analysis and program scoping and development.

- Water for Warrill Engagement activities under the SEQ Agriculture Regional Water Assessment, including Water for Warrill project.
- Preparing entry in the Queensland Tourism Awards (Excellence in Food Tourism category).
- Shop Scenic Rim Booster Program Why Leave Town engagement to review current Shop Scenic Rim initiative. Visited participating businesses and provide recommendations to implement to expand/improve the program.
- Eco-Tourism Destination Certification on site Audit conducted, with aim for the region to achieve certification by end of January 2025.

Performance Statistics

	Q1	Q2	Q3	Q4
Council Facebook followers	13085		0	0
LinkedIn followers	6528	0	0	0
Council's Disaster Management Facebook followers	13755	0	0	0
Visit Scenic Rim Facebook followers	25348	0	0	0
Visit Scenic Rim Instagram followers	36079	0	0	0
Scenic Rim Eat Local Month Facebook followers	16449	0	0	0
Scenic Rim Eat Local Month Instagram followers	10424	0	0	0

- Planning and delivery of a Business Networking Breakfast to be held at Boonah in November 2024.
- The region to achieve Eco-Tourism Destination Certification by end of January 2025.
- Supporting Queensland Music Festival to deliver The Long Sunset at Elysiun Fields, Canungra 1-3 November 2024.
- Commence a Supply Chain Study to understand the supply chain gaps and economic growth opportunities that these gaps represent in the agriculture sector and related industry sectors for the region.

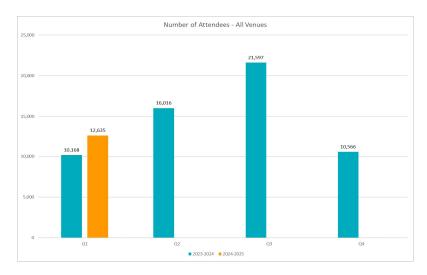
Cultural Services

Highlights

- School Holiday programs were delivered at Boonah Cultural Centre, The Centre Beaudesert and Vonda Youngman Community Centre.
- At Boonah Cultural Centre: Ritchies Boonah Arts Festival Art exhibition and competition, six Performances, seven
- workshops, 1,091 attendees across events. / Special Screening of Women's Adventure Film Festival / AM Concert Livy and Pete - 136.
- At The Centre Beaudesert: NAIDOC Gala 154 attendees / QFES Workshop 90 attendees / Beaudesert B150 Gala 159
- Come On A Journey exhibition launch 90 attendees / Magic Men performance 142 attendees.
- At Vonda Youngman Community Centre: Destination Scenic Rim Wedding Expo 450 attendees / Tamborine Mountain

 Garden Club Special Presentation 80 attendees / Radhika Hari Krishna Dinner 60 attendees / Tamborine Mountain
 Lions Mates Bush Dance 215 attendees / Caxton Street Jazz Band Performance 170 attendees.
- Installation of the Kalbar Star Sculpture by Paul Stumkatt and Storyboards at Harrisville and Kalbar.

	Q1	Q2	Q3	Q4
Number of events at The Centre, Beaudesert	88	0	0	0
Number of attendees at The Centre, Beaudesert	2510	0	0	0
Number of events at Boonah Cultural Centre	110	0	0	0
Number of attendees at Boonah Cultural Centre	2820	0	0	0
Number of events at Vonda Youngman Community Centre	114	0	0	0
Number of attendees at Vonda Youngman Community Centre	7305	0	0	0
Number of Regional Arts Development Fund applications	14	0	0	0
Value of Regional Arts Development Fund grant approvals	N/A	0	0	0
Value of Regional Arts Development Fund projects	N/A	0	0	0



Upcoming Activity

Queensland State Election Early voting and election day voting at Boonah Cultural Centre and Vonda Youngman Community

/ Seniors Month Love for Music events across The Centre Beaudesert, Boonah Cultural Centre and Vonda Youngman

Community / End of Year events for schools, dance schools and community across The Centre Beaudesert, Boonah

Cultural Centre and Vonda Youngman Community.

- Coming to Boonah Cultural Centre: Annual Prayer Mayoral Breakfast / Scenic Rim SES Unit Awards / Boonah Bookfest 2024 / Boonah Clothes Swap 2024 / Scenic Rim Business Breakfast 2024 / Special Screening of Rachel's Farm.
- Coming to The Centre Beaudesert: Scenic Rim Seniors Expo / Gift Wrapped 2024 exhibition launch and public programs /

 Citizenship Ceremony / Anh Do The Happiest Refugee (sold out) / Book Launch of Time & Place / Adam Harvey In

 Concert
- Coming to Vonda Youngman Community Centre: Psychic Reading Day White Lights Expo / Two Day Life Writing Retreat.
- Artist in Residence with Ash Taylor, comprising of mural workshops with secondary students at McAuley College culminating

 in a mural in Jubilee Park. The project will also involve artist workshops at The Centre, culminating in a Beaudesert 150 inspired mural.
- Installation of artworks, storyboards and story markers in Davidson Park as well as the installation of a projector on the new stage, with permanent projection of digital public artwork.
- Assessment of Big Idea Regional Arts Development Fund (RADF) grant applications.

Comments

• Regional Arts Development Fund grant program will progress later in the year, with no grants allocated in Quarter One.

Customer Care and Engagement

Highlights

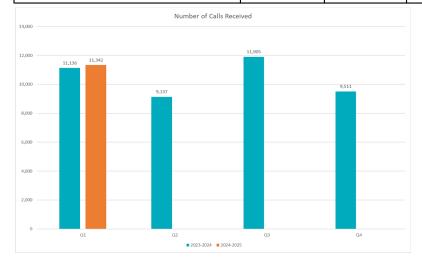
- Community feedback on transport plans helped to shape future planning from July to early September 2024. Community

 consultation was delivered through six face to face sessions across the region, an interactive mapping tool, through surveys on Let's Talk Scenic Rim Platform which allowed residents to join the conversation about transport planning.
- Community Hall Roadshows consultation was extended to 30 November 2024 due to level of interest with four roadshows delivered during quarter one.
- The rating period in August 2024 was successful due to better coverage with all Customer Care and Engagement Officer

 or roles staffed and operational resulting in better coverage across shifts to ensure that customer service is available during peak periods and improved scalability to adapt to fluctuations in customer demand.

Performance Statistics

	Q1	Q2	Q3	Q4
Number of calls	11432	0	0	0
Average call wait time	0:00:33	0	0	0
Longest call wait time	0:19:00	0	0	0
Applications created	1511	0	0	0
Requests created	3212	0	0	0
Online requests	159	0	0	0
Local Government transactions (excluding enquiries)	4660	0	0	0
QGAP transactions	3165	0	0	0
Compliments received	0	0	0	0
Asset and Environmental Sustainability	21	0	0	0
Council Sustainability	0	0	0	0
Customer and Regional Prosperity	5	0	0	0
Executive Office Mayor and Councillors	4	0	0	0
Let's talk Scenic Rim	0	0	0	0
Registered participants on Let's Talk Scenic Rim	119	0	0	0
Total visits to Let's Talk Scenic Rim	5617	0	0	0

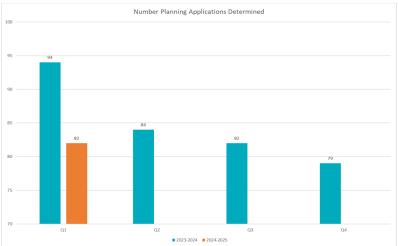


Upcoming Activity

• Continued focus on maintaining target of customer call wait times.

Development Assessment and Engineering

Applications received	Q1	Q2	Q3	Q4
Material change of use (MCU) including currency extensions and change applications	55	0	0	0
Reconfiguring a lot (RAL) including currency extensions and change applications	18	0	0	0
Operational works including currency extensions and change applications	25	0	0	0
Other concurrence agency referrals (CARS), exemption certificates (EXE) and building envelope amendments (BE)	44	0	0	0
Applications determined	82	0	0	0
Plan of surveys finalised	11	0	0	0
Flood certificates issued	45	0	0	0
Planning certificates issued	17	0	0	0
Superseded planning scheme requests received	0	0	0	0
Pre-lodgement meetings conducted	0	0	0	0
Concept meetings conducted	0	0	0	0
Lots approved as part of reconfiguration application approvals	106	0	0	0
Customer Requests Received (CRMS)				
Customer initial planning enquiries (telephone)	518	0	0	0
Customer callback enquiries related to existing application	204	0	0	0
ECM Tasks Received				
DA planners	202	0	0	0
DA submission	3	0	0	0
Planning & development	1028	0	0	0



Infrastructure Charges

Performance Statistics

INFRASTRUCTURE CHARGE NOTICE (ICN)		
RECONCILIATION - 30 September 2024		
Total Current ICN	0	\$41,612,446.95
Brought Forward from 30 June 2024	U	φ41,012,440.95
New Infrastructure Charge Notice issued (1 July	+	\$2,999,269.58
2024 to 30 September 2024)	+	φ2,999,209.50
Infrastructure Charge Notice Paid (as issued) (1		\$1,047,957.88
July 2024 to 30 September 2024)	-	ψ1,047,937.00
Infrastructure Charge Notice Paid (CPI) (1 July	0	\$41,782.56
2024 to 30 September 2024)	U	Ψ41,702.30
Infrastructure Charge Notice (development)		
Lapsed	_	-
Infrastructure Charge Notice converted to		
Infrastructure Agreement (1 July 2024 to 30	-	-
September 2024)		
Infrastructure Charge Notice converted to		
Deferred Infrastructure Agreement (1 July 2024 to	-	-
30 September 2024)		
Infrastructure Charge Notice amended (1 July		
2024 to 30 September 2024)	,	-
Infrastructure Charge Notice discounted/waived	_	_
innastructure onarge notice discounted/waived		_
Credits Issued	-	-
New Current Total	0	\$43,563,758.65

Customer and Regional Prosperity

Strategic Planning

Highlights

- Scenic Rim Planning Scheme Amendment No.6 (Matters of Environmental Significance and Water Resource Catchments) was submitted to the Department of Housing, Local Government, Planning and Public Works in September 2024.
- Scenic Rim Planning Scheme Amendment No. 8 was prepared for Council's endorsement to proceed to a State Interest Review, however, Council requested further time to consider amendments to the proposed policy changes.
- Draft Built Form Guidelines for Character Precincts in the region were completed. Subject to Council's endorsement, these equidelines will be used to guide buildings and development in identified character areas and inform an amendment to the Scenic Rim Planning Scheme.

Performance Statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	12	0	0	0
Exemption certificates issued under section 71 of	0	0	0	0
the Queensland Heritage Act 1992	U	U	U	U

Upcoming Activity

Strategic Planning will continue refining the Draft Amendment No. 8 and will work with the Department of Housing, Local Government, Planning and Public Works as Draft Amendment No. 6 progresses through the State Interest Review.

Regulatory Services

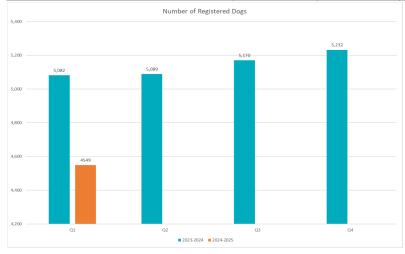
Highlights

- The Senior Biosecurity Officer has been successful in securing a grant from the State Government of \$10,000.00 for Community Education.
- The Regulatory Services Business Support team has successfully processed the lodgement of a 50 % increase in Building

 approvals during the first quarter of the 2024/2025 financial year, compared to equivalent quarters of the 2023/2024 financial year.
- The Plumbing Services team has successfully processed a 76% percent increase in Plumbing Applications during the first quarter of the 2024/2025 financial year, compared to the same quarter of the 2023/2024 financial year.
- The first rounds of roadside fire ant treatments will be conducted in the first week of October, 2024. This work will occur
 under Traffic Management controls on roads in parts of the Bromelton and Allenview areas and will be conducted in coordination with the Department of Agriculture and Fisheries and weather permitting.
- Dog registrations were issued on 11 July 2024. Reminders for unpaid registrations were issued on 13 September 2024.
- The Food Licence renewals were issued 29 July 2024 and Local Law Licence renewals were issued 30 August 2024.
- The Backflow prevention device renewals were issued on 23 July 2024.
- The Feral Animal Baiting Program was conducted on 10,11,12 and 16 September 2024.

	Q1	Q2	Q3	Q4
Environmental and public health licences received				
Food	24	0	0	0
Personal appearance services	1	0	0	0
Local law	15	0	0	0
Customer requests received (CRMS)				
Health services	752	0	0	0
Reported dog attacks (captured within health services CRMS)	33	0	0	0
Compliance services	191	0	0	0
Compliance Services Notices issued				
Show Cause	19	0	0	0
Enforcement	6	0	0	0
Compliance	1	0	0	0
Direction	0	0	0	0
Penalty infringements	4	0	0	0
Dogs				
Registered at end of period	4549	0	0	0
New registration applications	357	0	0	0
Impounded *(Q4 1 dog held at end of quarter)	64	0	0	0
Impounded and returned to owner	39	0	0	0
Impounded and rehomed	17	0	0	0
Impounded and euthanised	6	0	0	0

Cats				
Impounded	79	0	0	0
Impounded and returned to owner	13	0	0	0
Impounded and re-homed	13	0	0	0
Impounded and euthanised	52	0	0	0
Animals reported lost/found by the public				
Animals reported lost	25	0	0	0
Animals reported found	1	0	0	0
1080 baiting program				
Landholders	28	0	0	0
Dog baits supplied	425	0	0	0
Pig baits supplied	20	0	0	0
Building				
Applications received (council-certified)	4	0	0	0
Inspections performed	0	0	0	0
Applications received (privately certified)	412	0	0	0
Plumbing				
Applications received	237	0	0	0
Inspections performed	1271	0	0	0
Approvals issued	213	0	0	0
New facilities registered under plumbing and drainage act				
Backflow prevention devices	16	0	0	0
On-site sewerage facilities	46	0	0	0
Customer requests received (CRMS)				
Plumbing services	20	0	0	0
Plumbing Services notices issued				
Show Cause	0	0	0	0
Enforcement	0	0	0	0
Penalty infringement	0	0	0	0



Comments

• The Biosecurity team will be commencing Community Education programs in the 2nd quarter of 2024.

Biodiversity and Climate Change

Highlights

- One new voluntary conservation agreement signed up to the habitat protection program.
- Participated in the Great Glossy Count, a citizen science initiative to find and record threatened glossy black-cockatoos across their distribution.
- Officers were invited and participated in the Mulunjali cultural burning day at Mt Barney LFW property to walk and learn about country.
- Manned a stall at the Harrisville Agricultural Show presenting Councils environmental and pest management.
- Environmental grants became available with 74 applications for \$180,000 worth of funding available.
- Two social media posts on glossy black-cockatoo.
- Undertook vegetation management at three flying-fox roosts to reduce impacts to residents while providing habitat for the important roosts.
- Supported two National Tree Day events facilitated by Landcare groups.
- Partnered with Wildlife Preservation Society of Queensland on an eDNA survey (specialised water sampling) to record the presence of platypus in the Bremer-Warril catchment.
- Fire ant and weed treatment on Council local roads started.
- Council fire trails assessed and scheduled for management works to ensure most significant fire trails and asset protection zones are prepared in lead up to potential fire season.
- Officers participated in Queensland Government feedback and planning session on koala conservation initiatives across SEQ and Scenic Rim region.

Performance Statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	16	0	0	0
One million tree program applications received	55	0	0	0
Land for wildlife property inspections	41	0	0	0
Number of trees supplied (not including Councils Nursery)	8680	0	0	0

- Significant river restoration project to start operational work at II-Bogan which includes strong Mununjali involvement.
- Resilient Rivers Funding for 'Fish barrier prioritization & Brisbane River Cod recovery program to value of \$210,000 to begin.
- Fire ant and weed treatment on Council local roads continuing.
- Buffer planting at the Beaudesert Lions Park flying-fox roost.
- Ecological Burns Workshop partnership with Queensland Fire & Biodiversity Consortium for Land for Wildlife participants.
- Cane toad trapping workshop for Land for Wildlife participants.
- Koala habitat restoration skills workshop.